

May 19, 2000

TO: Members of the MAG Telecommunications Advisory Group

FROM: Debbie Kohn, Avondale, Chairperson

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, May 25, 2000, 10:00 a.m.
MAG Office, Suite 200, Saguaro Room
302 North 1st Avenue, Phoenix

A meeting of the MAG Telecommunications Advisory Group (TAG) will be held at the time and place noted above. **Please park in the garage under the Compass Bank Building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.** Supporting information is enclosed.

Please be advised that under procedures approved by the MAG Regional Council on June 26, 1996, all MAG committees need to have a quorum in order to conduct business. A quorum is a simple majority of the membership, or 9 people for the MAGTAG. If you are unable to attend the meeting, please make arrangements for a proxy from your jurisdiction to represent you.

If you have any questions or need additional information, please contact Heidi Pahl at (602) 254-6300.

TENTATIVE AGENDA

ADVISORY GROUP ACTION REQUESTED

- | | |
|--|--|
| 1. Call to Order | |
| 2. <u>Approval of April 27, 2000 Meeting Minutes</u> | 2. Review and approve meeting minutes. |
| 3. <u>MAG Regional Videoconferencing System Project</u> | 3. For information and discussion. |
| The MAG Regional Videoconferencing System Project will implement videoconferencing technology to facilitate communication among MAG and its' | |

member agencies and reduce travel by eliminating the need to travel to as many meetings. US West and Intellisys Group will provide a presentation on the network to be provided to all the sites through the MAG Regional Videoconferencing System Project.

4. Teleconferencing Policies and Procedures for the MAG Regional Videoconferencing System

The MAG Regional Videoconferencing System requires policies and procedures for teleconferencing meetings. At the last meeting of the MAGTAG, it was agreed that MAG staff would complete a draft final teleconferencing policies and procedures for the policies and procedures working group to review prior to mail-out of the May MAGTAG agenda. An update will be provided. Members will be encouraged to share how they plan to integrate teleconferencing into their agencies. See Attachment One.

5. Telework Program

The telework portion of the MAG Teleconferencing and Telework Program will provide for additional teleworking alternatives throughout the Valley. An update will be provided.

6. Regional Connections

Regional Connections will further e-mail and Internet connectivity as well as create a basic web page for those member agencies who are not yet using these technologies. At the last meeting of the MAGTAG it was recommended that MAG provide the equipment, ISP access, and peripherals at an estimated cost of \$30,000. An update will be provided.

7. E-Government Brainstorming Session

4. For information, discussion and possible action.

5. For information and discussion.

6. For information and discussion.

7. For information and discussion.

At the February meeting of the MAGTAG, it was suggested that MAGTAG sponsor an E-Government Forum if there were sufficient interest. If there is interest, ideas will be collected from members of the MAGTAG on conducting city business electronically. Volunteers for an E-Government Forum Working Group will be solicited. An update will be provided.

8. Announcements and Public Input

An opportunity will be provided to Committee members and members of the public to address the MAG Technical Advisory Group.

9. Date of Next Meetings

The next meeting of the MAGTAG will be held on June 22, 2000 from 1:00 p.m. - 3:00 p.m. The remainder of meetings for 2000 are as follows:

July 27, 2000
August 24, 2000
September 28, 2000
October 26, 2000
November 30, 2000
December 28, 2000

8. For information.

9. For information.

MAG TELECONFERENCING POLICIES AND PROCEDURES

Draft

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Forms

Disclaimer: Sections 6 - 9 are incomplete.

DEFINITIONS

Audio Conference Server (ACS) - The ACS allows sites to participate in audio conference meetings with three or more sites in one audio conference.

Certified Partnered Sites - A partnered site is a site that is outside the MAG Regional network and not directly under the control of any of the MAG end site coordinators, but is certified.

Hub Site Coordinator (HSC) - The HSC is the single point of contact at the MAG or hub site location.

MAG meeting - A teleconference meeting on MAG issues. MAG business meetings will be paid for by MAG.

Multipoint Conference Server (MCS) - The MCS allows sites to participate in videoconference meetings with three or more sites in one videoconference.

Non-certified site - A non-certified site is a new video site with whom none of the MAG or MAG member agency sites have ever teleconferenced. Since little or nothing is known about the non-certified site, we need to collect contact and video site information on the site.

Non-MAG meeting - A teleconference meeting not on MAG issues. Non-MAG business meetings will not be paid for by MAG.

Originating Site Coordinator (OSC) - The OSC is the site coordinator from one of the 27 end sites that would like to originate a conference. Keep in mind that each end site will provide an end site coordinator (and backup) as the single point of contact for that end site and that site coordinators will have certain responsibilities to ensure the Regional Videoconferencing System is a success.

Site Coordinator - A site coordinator is the single point of contact at each end site, who administers the videoconference and audio conference system and assists end users when necessary.

Teleconference - Includes video and audio conferencing

Note: All communication (i.e. forms) will be sent by e-mail unless requested to be sent by fax.

Note: If scheduling package allows, all forms will be web based.

INTRODUCTION

The Maricopa Association of Governments (MAG) is implementing a regional teleconferencing solution that includes voice, video, and data collaboration. The goals for the MAG Regional Teleconferencing System are to reduce travel to provide better air quality, save time, improve communications processes, widen agency participation, increase public involvement, and widen communications outside the region. The purpose of the MAG Regional Teleconferencing System is to link MAG with its member agencies via a region-wide teleconferencing system that will allow member agencies to teleconference to meetings thereby reducing travel and congestion and enhancing air quality.

These teleconferencing policies and procedures cover a wide array of topics from scheduling and call launch procedures to internal marketing and communications, from service and support to staffing. All of these topics focus on one clear objective: Building the most effective and efficient teleconferencing network. **Please keep one copy of this document at the location of each of your videoconference units so that it is readily available to all users, participants and operators of the system.**

Teleconferencing has seen a tremendous growth in the last five years; the teleconferencing industry has matured with more reliable equipment, software and networks. Teleconferencing has become an extremely valuable business tool. In order to provide an optimal success rate for teleconferencing activities, the following policies and procedures should be followed.

COMPONENTS OF A TELECONFERENCING ENVIRONMENT

The following policies and procedures are divided into several "plans". Each plan discusses a specific segment of the teleconferencing policies and procedures. Many roles are identified throughout this document referring to coordinators. The Hub Site Coordinator (HSC) is an individual located at the hub site location (MAG) operating the multipoint conference server (MCS) and assisting end users with teleconferencing systems. The Site Coordinator is one individual with one or two backups at each member agency site who can assist with teleconferencing needs on an occasional basis.

1.0 Scheduling Plan

The scheduling policies and procedures detail the process that the Originating Site Coordinator (OSC), and the Hub Site Coordinator (HSC), should use to schedule videoconferences, audio conferences and other teleconference room use. The HSC is the single point of contact (SPOC) at the MAG or hub site location. The OSC is the site coordinator from one of the 27 end sites that would like to originate a teleconference. Keep in mind that each end site will provide an end site coordinator (and backup) as the SPOC for that end site and that site coordinators will have certain responsibilities to ensure the Regional Teleconferencing System is a success. End users will have 8 hours per day; 5 days per week access to teleconferencing services.

2.0 Call Launching Plan

Teleconferencing is a complex technology. For point-to-point and multipoint teleconferences, end sites will always be responsible for launching the call from their site to the MCS, unless the end site requests that the HSC out-dial from the MCS to the end sites.

3.0 Multipoint Conference Server (MCS) Plan

In order to provide consistent support and connectivity to all end users, a dedicated video MCS will be used. A large number of teleconferences may be multipoint calls; call transmission performance monitoring and procedures must be in place.

4.0 Service Plan

A single point of contact for all teleconferencing related services is recommended for all end users. End users will be able to dial the Hub Site Coordinator's (HSC) phone number to schedule, modify or cancel a teleconference. All problems and support issues are handled through the same phone number.

5.0 Site Certification Plan

Hub Site Coordinators will contact all new sites or partnered sites and perform a site certification process. Site certification is obtaining all pertinent information about the new

site and place calls to test successful connectivity. Through site certification, the HSC will gather the required information about each site to ensure a consistent and reliable teleconference.

6.0 Maintenance and Support Plan

The chosen manufacturers/vendors will provide a high level of maintenance and support services for the audio/video systems, the video MCS, the ACS and the network. In the event of component failure, a high level of maintenance will guarantee four business hour parts and on-site technician support. Although end users will have one number to dial for assistance, the HSC may require maintenance and support from the hardware vendors.

7.0 Training Plan

Training is the fundamental component of a successful teleconferencing environment. Initial training will be supplied by Intellisys Group. On-going training and training materials will be provided by site coordinators who will be take a “Train the Trainer” course enabling them to train end users on the basics of the videoconferencing system. Ongoing training for site coordinators will be provided by the HSC and may be needed in personnel changes.

8.0 Communication and Marketing Plan

End users must know the systems are available, how to use them and why to use them. An effective marketing or communications campaign will enable end users to make the most of the teleconference environment.

9.0 Staffing Plan

In order to maintain processes and procedures at all end user sites, proper staffing is required. This staffing may not require additional head count at each location, but identifying individuals to take more responsibility in the teleconferencing area.

10.0 General

1.0 SCHEDULING PLAN

1.1 Point-to-Point Video Calls

Policy

Point-to-point video calls are optionally scheduled through the MCS using the Reservation Process in 1.2 below. All required documentation must be completed for point-to-point calls.

Procedure

For point-to-point calls, the videoconference room and equipment are reserved directly with the site coordinator at your location and the location with which you want to hold a videoconference. The OSC must notify the HSC of the videoconference room and equipment being reserved, so that the HSC can plan other conferences with minimum conflict. In addition, all documentation must be completed three days following the meeting (Refer to Form One).

1.2 Reservation Process

Policy

All multipoint conference calls using MAG's MCS or Audio Conference Server (ACS) must be scheduled through the HSC.

It is recommended that videoconferences be arranged two weeks prior to the anticipated meeting date and audio conferences be arranged one week prior to the anticipated meeting date. This lead time will facilitate more efficient coordination with the other participating sites, and if the hub site is involved, enough time to reserve a teleconference room in the hub site building.

Procedure

The OSC is responsible for contacting the HSC to schedule the MCS two weeks prior to the meeting date, or the ACS one week prior to the meeting date. The OSC should gather the information on Form One, for scheduling a meeting, and send Part I of Form One by e-mail to the HSC at (xxxx@mag.maricopa.gov) or by fax to (xxx) xxx-xxxx, two weeks prior to the videoconferencing meeting or one week prior to the audio conference meeting.

The OSC of a multipoint conference is responsible for scheduling his/her room and equipment locally and for coordinating the scheduling for the other participants' rooms and equipment.

1.3 Confirmation/Notification

Policy

A confirmation notice must be sent to the OSC and all participating site coordinators upon the successful booking of a multipoint conference. A participating site coordinator is a site coordinator involved in the scheduling process because either he/she or someone from his/her site is participating in the meeting.

Procedure

The HSC will complete Form Two, Confirmation/Notification of Meeting, and send it by e-mail to the OSC. The OSC will e-mail Form Two to participating site coordinators. The participating site coordinators will be responsible for notifying participants at their locations, confirming their attendance, and confirming reservation of the teleconference room and equipment, prior to the meeting.

Confirmation or conflicts should be sent to the OSC. The OSC must notify the HSC of any conflicts at least two days prior to the meeting.

1.4 Cancellation/Modification

Policy

Meetings can be canceled or modified at any time.

Procedure

The OSC must contact the HSC by e-mail with the conference ID number (originally provided by the HSC) and the reason for cancellation or modification of the meeting. If the OSC needs to reschedule for a different date and time, then the OSC must contact the HSC by e-mail to schedule a new meeting. Then the HSC will e-mail a cancellation or modification notice to the OSC. If notifications were issued to meeting participants, the OSC will e-mail a cancellation or modification notice to participating site coordinators who will notify all meeting participants.

1.5 Meeting Stop Time

Policy

All meetings will terminate at their scheduled stop time unless a meeting participant requests an extension within ten minutes of the scheduled stop time. The meeting participant must verify both the local room availability and the MCS or other site's availability. Stop times will be enforced when another scheduled meeting is in conflict.

Procedure

A meeting participant must contact the HSC at MAG by phone (xxx) xxx-xxxx, at least ten minutes prior to the scheduled stop time. The meeting will be extended

unless there is a scheduling conflict or resources are unavailable.

1.6 Audio Conference Meeting Room

Policy

To accommodate the applicable Arizona open meeting laws, a meeting room should be reserved at the site that initiates a multipoint audio conference public meeting.

Procedure

For all formal public meetings (as defined by the Arizona Open Meeting Law) that are audio conferenced, the end site coordinator will reserve the meeting room at their site, using that site's reservation process.

1.7 Documenting Meetings

Policy

All video or audio conference meetings are to be documented. Each site coordinator must maintain a log of all video and audio conference calls placed from their site.

Procedure

Documenting meetings may be accomplished by completing a hard-copy form or a web based form. The OSC is responsible for completing Form One, Scheduling and Documenting Meetings, when his/her site participates in a meeting. Form One is multi-purpose as it is used to schedule a meeting and as documentation after the meeting. Form One must be kept on file with the OSC and a signed and dated copy e-mailed to the HSC within three business days of a meeting. This information will be useful in helping MAG to track usage, costs and any problems which may need to be resolved as per funding requirements.

1.8 MAG Priorities for Teleconferencing Meetings

Policy

All meetings/rooms are to be scheduled according to the following priorities:

1. Executive meetings (e.g. Impromptu meeting of the city mayors)
2. Regularly scheduled MAG meetings (e.g. MAG Management Committee)
3. Policy committee meetings (e.g. MAG Air Quality Policy Committee)
4. Technical committee meetings (e.g. MAG Telecommunications Advisory Group)
5. First come first serve basis

If an issue cannot be resolved through these rules, an executive decision will be made by the MAG Executive Director or Assistant Director, or MAG Management, in that order.

2.0 CALL LAUNCH PLAN

2.1 End Site Call Launch

Policy

The OSC and participating sites will be responsible for setting up the point-to-point or multipoint conference call.

Procedure

Participating site coordinators will need the video numbers to dial in to the MCS and the conference password, if applicable. The OSC will be responsible for distributing this information to the participating site coordinators.

2.2 Hub Site Call Launch

Policy

The OSC requests the HSC to set up the point-to-point or multipoint conference call.

Procedure

The HSC collects the video or audio numbers for each site from Form One. The HSC dials out to each site participating in the conference. This call should be made 15-45 minutes prior to the actual videoconference, depending on the number of sites that need to be connected. Once the connection is established the site coordinator originating the multipoint conference (OSC) should conduct a roll call to ensure that each participating site is present and it's participants can be seen and heard by all.

2.3 Incoming Call Auto Answer

Policy

It is preferential to maintain all video systems in an auto answer mode.

Procedure

If an end user wants to receive a video call from a third party, he or she may provide the third party with the videoconferencing connection numbers and appropriate call type. This information should be provided by posted in-room signs. The third party site can call the video system and conduct a conference.

The advantage of this type of call is that it requires no end user training or knowledge of using videoconferencing. Only the video system's phone numbers and the call type need to be known and communicated by the end user. There is no long distance charge on an incoming call.

The disadvantage is that there is no quality monitoring and the call is dependent upon the knowledge of the calling party. In addition, if the calling party's site is not

certified, there is no guarantee that the call will be successful. Insuring that incoming calls will not interrupt non-videoconference meetings be held in the room is the only security issue with incoming calls auto answered. Users that will meet in the same room as the videoconferencing equipment should ensure that the system is in mute mode or powered off during the meeting. This will be covered in end user training.

Policy

When you are accepting or making a call put your system in mute. Check that it is in mute mode when not in use.

Procedure

Site coordinators are responsible for muting their videoconferencing system and ensuring that it is in mute mode when not in use.

2.4 Audio Add-on

2.4.1 Audio Add-on For One Audio Participant (Planned)

Policy

An audio only participant can join a scheduled videoconference meeting.

Procedure

If the conference requires the addition of an audio only participant, the OSC should complete Form One (which asks if a phone add-on is needed and the name and phone number of the participant). Then the HSC should schedule an audio only port for that participant and provide confirmation and notification. All participants, on video or audio, will be able to hear and speak to each other.

2.4.2 Audio Add-on For Multiple Audio Participants (Planned)

Policy

Multiple audio only participants in a multipoint audio conference call may be added to a scheduled videoconference.

Procedure

The OSC should collect the information, schedule the conference call on the audio ports and the HSC should provide the appropriate access phone number and Conference ID number to the OSC and meeting participants. **Refer to Form Two, Confirmations and Notifications.**

2.4.3 Audio Add-on For One Audio Participant (Impromptu)

Policy

An audio only participant can join a videoconference meeting impromptu.

Procedure

If the videoconference requires the addition of an audio only participant, the OSC should give the person who wants to join the conference the correct phone number to use the phone add-on. There is only one phone add-on port on the VTEL Galaxy 2500 machines. All participants, on video or audio, will be able to hear and speak to each other.

2.44 Audio Add-on For Multiple Audio Participants (Impromptu)

Policy

Multiple audio only participants in a multipoint audio conference call may be added to an unscheduled videoconference.

Procedure

If the videoconference requires the addition of audio only participants, the OSC should give the people who want to join the videoconference the correct phone number to dial-in to the phone add-on, of each VTEL machine in the videoconference. There can be only one audio participant for each VTEL machine in the videoconference. Again, all participants, on video or audio, will be able to hear and speak to each other.

2.5 Call Launching Period

Policy

Video calls should be connected and functioning properly at the start time of the videoconference. There will be a call launch window of 20 minutes prior to any videoconference meeting.

Procedure

The person launching the video call needs to make the call, respond to and resolve problems, and locate and involve the site coordinator. In order to provide adequate time to perform these functions, a call launching period or window should be scheduled prior to the start of the meeting. The call launching window should initially be set at 20 minutes. Over time, as the end users receive their training, site coordinators gain experience and comfort with the video systems and the HSC gains familiarity with the videoconferencing sites and process, this period may become smaller.

2.6 Call Transmission Performance Monitoring

Policy

If requested by the OSC, the HSC will monitor a videoconference call in order to provide a consistent, high quality of service. Call monitoring does not include the ability to see or hear any portion of the conference.

All MCS calls are monitored through the MCS control/monitor software. The HSC can see at all times that the video call is in-session, the data rates for audio and video transmission and the performance of each site. If a site departs the conference prior to the conference stop time, a visual alarm is presented to the HSC. The HSC CANNOT see or hear any part of the videoconference.

Procedure

The HSC should use the MCS control software to perform call monitoring. The MCS call monitoring software allows the HSC to see statistics on the amount of voice, video and data bandwidth in use. During the course of call monitoring, the HSC should log any incidents that impact the quality of service. The incident logs become the basis for performance reports.

2.7 Re-launch failed calls

Policy

One relatively common cause for a failed conference or a dropped video call is a temporary loss of network signal. When a call drops, an error code is reported to the HSC monitoring the conference. The error code indicates whether there was a network error, MCS error or a line disconnect. If this happens during a monitored conference, the following procedure should be instituted.

Procedure

If the call is dropped within the first 15 minutes of the start time, regardless of the error code reported, the HSC should automatically call the dropped video sites room telephone number to determine if they dropped the call deliberately or if there was a network error. If there is an error, the HSC or the OSC if they made the call initially, should immediately re-launch the call and the meeting will continue.

If the call is dropped after the first 15 minutes, and a network or MCS error code is reported, the HSC should automatically call the dropped video sites room telephone number to determine if they dropped the call deliberately or if there was a network error. If the call needs to be reconnected, the HSC should proceed with re-launching the call.

If the call is dropped after the first 15 minutes, and a call disconnect code is reported, the HSC should not call the dropped video sites room telephone number. It should be assumed that the site deliberately hung up the video call. If the site needs to be reconnected to the conference, the OSC or local site coordinator should call The HSC to report the problem. At that time, the HSC should proceed with re-launching the call. The goal is to strike a balance between delivering proactive service and being perceived as an annoyance.

End user training will address the issue of losing a meeting quorum as a result of re-launching a failed call.

If the call cannot be reconnected for any reason within 5 minutes, an audio add-on call should be placed. This action will connect the missing video site to the other video sites until the video system can be reconnected.

2.8 Problem Resolution/Escalation

Policy

In the event of a call launching failure, the problem resolution/escalation process should be used.

Procedure

1. Report the problem to The HSC
2. Log the problem for reporting purposes and trend analysis.
3. Work aggressively to make the affected conference a success.
4. Report problem to the manufacturers/vendors for engineering support and technician dispatch.
5. Identify root cause of problem.
6. Take steps to resolve problem.

The Problem Resolution/Escalation procedure is discussed in the Maintenance section of this document.

2.9 Audio Conference Backup to Failed Video

Policy

Videoconferencing is a tool to enable people to conduct meetings. The goal is to never have a "meeting" fail, even if the videoconference does fail. In order to guarantee that all meetings can take place regardless of technology issues, a backup system of audio conferences should be designed.

Procedure

If the videoconference is not active at the scheduled start time, the HSC should schedule an immediate audio conference. All sites should be prompted to enter the audio conference in lieu of the videoconference. The audio conference will be scheduled on the audio bridge.

If only one or two sites in a multipoint call are unable to connect into the videoconference, they should be prompted to join the conference through the audio add-on feature of the videoconferencing systems or be immediately scheduled through the audio bridge.

2.10 Partnered Sites

Policy

It is always preferential that partnered sites dial in to the MCS.

Procedure

Certified partner sites should always dial in to the MCS. The hub site bears the cost for long distance out-dialed calls from the MCS to partner sites. The partner site bears the long distance cost of calling into the MCS. When applicable, line charges will be billed to the site of the OSC.

Non-certified partner sites should be allowed access to the MCS. Failed conferences resulting from non-certified sites should be reported as part of the performance reports. However, these sites should not impact the overall service level statistics. If a local site coordinator requests a conference with a non-certified site, the HSC should make a reasonable effort to certify the site in advance of the conference. If the site certification process cannot be completed prior to the conference, a best effort should be made to complete the conference. The site certification process should continue after the conference so the site would be known for future conferences.

3.0 MCS PLAN

3.1 Inbound vs. Outbound Dialing Rules

Policy

The MCS is able to place or receive video calls; however, in order to reduce long distance charges at the hub site, all partnered sites will be responsible for placing their own video calls by dialing in to the MCS.

Procedure

In these cases, the partner site should be provided with a specific phone number and network configuration to use to call the HSC and MCS.

3.2 Video Greeting/Meeting Kickoff

Policy

If requested, the HSC could attend the beginning of the videoconference via a video system to perform a video greeting/meeting kickoff.

Procedure

As people are added to the conference, the HSC could greet them and "usher" them into the conference.

Just prior to the start of the meeting, the HSC can provide a brief set of instructions to the participants regarding the use of the system, videoconferencing etiquette, and how to access the HSC for more assistance if required.

At the end of the meeting "kickoff," the HSC should disconnect from the conference and continue to monitor the quality of the conference through the MCS software. The OSC is encouraged to make the users familiar with the system so this is not necessary.

3.3 Escalation

Policy

The HSC should use the established problem resolution and escalation procedures to ensure that conferences are performed successfully. In the event of a MCS failure, the following problem resolution/escalation process should be used.

Procedure

1. Log the problem for reporting purposes and trend analysis.
2. Work aggressively to make the affected conferences a success.
3. Move the conference to a different MCS resource.
4. Transition problem to the manufacturer's/vendor's Technical Assistance

- Center for engineering support and technician dispatch.
- 5. Identify root cause of problem.
- 6. Take steps to resolve problem.

3.4 Security

Policy

All video equipment should be located in a designated videoconferencing room. The room should be in a secure location free of severe environmental conditions. End users should take reasonable precautions to prevent unauthorized access to the video system electronic components, cabling and network connections.

3.5 Access to equipment for technicians

Policy

On-site access for manufacturers/vendors and sub-contracted technicians will be required. Manufacturers/vendor personnel or sub contractors will follow all end user security procedures. If security protocols create time delays in resolving equipment or service issues, these delays should be noted in the monthly performance reports and the delayed incidents should be removed from performance measurements.

4.0 SERVICE PLAN

4.1 Single Point of Contact Access to Video Support

The Support service plan is based on a "Single Point of Contact" (SPOC) strategy.

Policy

End users and site coordinators should have one phone number to call for scheduling, conferences and problem reporting.

4.2 End User Support

4.2.1 Training

Policy

There should be two categories of training, end user and system administrative/site coordinator. Site Coordinator training should be provided by the manufacturers/vendors initially and by the HSC after the successful implementation of the videoconferencing equipment. It should include overviews of all system functions including diagnostics.

After completion of the site coordinator training, Train the Trainer classes should be scheduled. This should be supplied by all site coordinators trained to provide Train the Trainer training. Train the Trainer will include basic system operation, who to call for what, and tips on presentation techniques.

Procedure

Please see the "Training Plan."

4.2.2 End User Support

Policy

Operation assistance should be provided to all site coordinators.

Procedure

If a problem or question comes up, the end site coordinator should call the HSC who should assist with answering the questions and help with problem resolution. If the problem cannot be resolved, a trouble ticket should be opened with the manufacturers/vendors for them to troubleshoot until the problem has been resolved.

4.2.3 Questions/Answers

Policy

The HSC should be available for ad hoc questions. If they are not able to answer the question it should be escalated to the manufacturers/vendors technical support.

4.2.4 Problem Resolution

Policy

When technical or non-technical problems occur, the first point of contact should be the HSC.

Procedure

The HSC should try to resolve the problem or escalate it to the proper resources. The HSC should involve the local site coordinator for hands-on assistance as necessary.

4.3 Site Profiles

Policy

A Site Profiles database should be maintained for all teleconferencing end points.

Procedure

As sites are certified or brought on to the network, the hub site should maintain a copy of the Site Profiles database, including equipment type, serial numbers, software revision levels, peripheral equipment and site contact information. It should be a joint effort between the hub site and each end point location to maintain an updated personnel list. The Site Profiles database should have adequate security. See Form Four.

4.4 Signs and Posted Communication

Policy

The HSC is responsible for distributing documents and materials of hub site contact lists, updated site profile lists and user guides that would increase the user's satisfaction of audio/videoconferencing.

Procedure

The hub site should provide each end site with a document outlining the contact list for all hub site coordinators. The document should explain roles and responsibilities, phone numbers and e-mail addresses.

Each site should also receive, on a regular basis, a Teleconferencing Support phone book outlining current sites on the network/Partnered sites and the rooms logistical information. This information should be gathered from the "site profile" and include ISDN Service Profile Identifier (SPID) numbers, the HSC phone number and the site coordinators phone number. An overview of the systems control interface and the functions should also be included in each room.

Additional material should be distributed as needed, such as quick glance user guides or other documentation that should increase the user's satisfaction.

5.0 SITE CERTIFICATION

5.1 Site Certification

Policy

Every video site should be certified. The site certification process collects information about the videoconference site, its equipment, communication capabilities, contacts and phone numbers.

Procedure

The OSC must ask all non-certified sites to complete Form Three, Site Certification. The OSC will know if a site is non-certified when completing Form One. A non-certified site is a new video site with whom none of the MAG or MAG member agency sites have ever teleconferenced. Since little or nothing is known about the non-certified site, the site must complete the Certification Form which provides contact and video site information. The OSC must give the completed Site Certification Form to the HSC one week prior to the meeting so that the HSC can update the Site Profiles database.

If the certification form indicates that a site is non-certified then the HSC will collect all the information and perform a test call three days prior to the meeting to verify the system will work correctly and that the HSC can establish a connection with the non-certified site. If a non-certified site does not wish to be certified, the HSC cannot guarantee successful communication with that site.

5.2 Site Information

Policy

The HSC should maintain current information on all end sites by completing Form Four, Site Information. The Site Information is available for end and hub site viewing and it will be a secure site. This database will contain all site information for MAG end sites as well as any new partnered sites who complete Form Three, Site Certification. A partnered site is a site that is outside the MAG Regional network and not directly under the control of any of the MAG end site coordinators, but is certified.

Procedure

The HSC will create a Site Profiles database and update it with new end or partnered sites or changes to existing end or partnered sites on an as needed basis. If there are any changes that need to be made to the Site Profiles database, the site coordinator is responsible for notifying the HSC ASAP. A complete review of the site database should occur quarterly.

5.3 Database Maintenance

Policy

The Site Profiles database should be maintained by the hub site and a complete review of the database should be conducted quarterly. It should be each end users responsibility to notify the hub site of personnel changes or other information that should affect the use of the room (site coordinator job changes, construction, special holidays, etc.)

Procedure

The HSC will create and maintain the Site Profiles database.

5.4 Addition of Partnered Sites

Policy

Partnered sites should be added to the database in two ways.

Procedure

When end users request a conference with a site that has not been certified, the HSC should initiate the certification process. End users or site coordinators may also submit a request for the addition of partnered sites.

6.0 MAINTENANCE AND SUPPORT PLAN

Disclaimer: Sections 6 - 9 are incomplete.

DRAFT

7.0 TRAINING PLAN

Disclaimer: Sections 6 - 9 are incomplete.

DRAFT

8.0 COMMUNICATIONS AND MARKETING PLAN

Disclaimer: Sections 6 - 9 are incomplete.

DRAFT

9.0 STAFFING PLAN

Disclaimer: Sections 6 - 9 are incomplete.

DRAFT

10.0 GENERAL POLICIES

10.1 Telephone Access

Policy

A telephone should be available in each site's teleconference room so that users of the meeting room can contact relevant help when necessary.

Procedure

The site coordinators of all sites will post a sheet, in the teleconference room in a visible location, containing the phone numbers for the local site coordinator, backup site coordinator and the HSC. MAG will provide the Telephone Contact sheet to all site coordinators for them to post, as well as put the contact sheet on the web.

10.2 MAG Addressing Conflicts in Meeting Room Use

Policy

In the event of conflict, every effort should be made to minimize vehicle miles traveled.

Procedure

Here are some things to consider when addressing a meeting room conflict:

1. Consider changing priorities at the end site
2. Use audio conferencing
3. Go to neighboring jurisdiction and use its videoconferencing equipment
4. Drive to MAG or other site if not a MAG meeting

Final meeting conflict resolution should be documented and given to the HSC within three business days of a meeting.

10.3 Outside Participation at MAG Meetings

Policy

Encourage public participation by allowing non-MAG sites to connect to a teleconferenced public meeting.

Procedure

Allow outside participants to join a MAG meeting providing that the MAG multipoint conference server (MCS)/audio conference server (ACS) can accommodate them. They may need to be bumped if MAG or MAG member agencies need the capacity to serve MAG needs. All documentation must be completed (Refer to Form One).

10.4 Overflow Policy

Policy

MAG will make every effort to accommodate meetings when the MAG MCS or ACS are at capacity. Meetings moved to an alternate MCS or ACS will be determined by the priorities listed in 1.8, Priorities for Teleconferencing Meetings.

Procedure

In case of overflow, MAG will utilize other organizations' MCS or ACS. The HSC will coordinate all overflow of video and/or audio conferences.

Outside vendors offer several MCS locations and a large number of video MCS ports. As a result, it can be guaranteed that there will always be video ports available to support the end user sites. The hub site should contact a Multipoint Service Bureau and have all end user sites certified on the service bureau's system.

The average cost of a videoconferencing service bureau using a dial-in method at 384Kbps for one hour is \$125/hour per site.

10.5 Recording Meetings

Policy

MAG will not record teleconferences. Meeting minutes will be taken to record dialogue at the meeting.

Form One

Scheduling & Documenting Meetings

Form One is a multi-purpose Form for scheduling a meeting and documenting a meeting. To schedule a multipoint meeting, the OSC must complete Part I of Form One and send it via e-mail (hubsite@mag.maricopa.gov) or by fax to 602 254-6490 to the HSC, two weeks prior to a videoconference or one week prior to an audio conference.

Form One is also going to be used for documentation. Having said that, the entire form needs to be filled out for **any** teleconferenced meeting so that the HSC has documentation of that meeting. The OSC is responsible for completing Form One, when his/her site participates in a meeting. Form One must be kept on file with the OSC and a signed and dated copy e-mailed to the HSC within three business days of a meeting. This information will be useful in helping MAG to track usage, costs and any problems which may need to be resolved as per funding requirements.

PART I

OSC Name: _____

OSC Phone Number: (____) _____-_____

OSC Location: _____

Type of Conference: point-to-point or multipoint video or audio

Date of conference: _____

Start time of conference: _____ a.m. or p.m. Stop time of conference: _____ a.m. or p.m.

Identify participating sites, number of participants at each site, whether each site is certified or not:

[illegible]

Is it a MAG meeting or Non-MAG meeting (used for billing purposes):

Is a phone add-on needed? If yes please specify the name of participant and their phone number.

Are there any sites that have not been certified? (Contact information) If yes, see Form Four, Certification

Is a trained user available to provide teleconferencing assistance, if necessary? Yes / No

PART I ENDS

After the conference please fill out the information below, if necessary make changes to the above information and sign and date the Form. Thank you for taking the time to document.

A Description of Any Technical Problems:

Form Two
Confirmation/Notification of Meeting

The Hub Site Coordinator (HSC) will provide the Originating Site Coordinator (OSC) with confirmation of the meeting by completing Form Two and sending it to the OSC by e-mail. Once the reservation is made, the OSC will e-mail Form Two to participating site coordinators. A participating site coordinator is a site coordinator involved in the scheduling process because either he/she or someone from his/her site is participating in the meeting. The participating site coordinator is responsible for notifying meeting participants at his/her location, confirming their attendance, and confirming reservation of the teleconference room and equipment.

OSC Name: _____

Date of conference: _____

Start time of conference: _____ a.m. p.m.

Stop time of conference: _____ a.m. p.m.

The video numbers to dial into the MCS or audio numbers to dial into the ACS (if applicable):

(____) _____-

(____) _____-

Password to get into the MCS or ACS (if necessary): _____

Conference ID Number (if necessary): _____

Connection/Testing Time: _____

HSC will be responsible for site certification, if necessary, because of the location of the MCS.
Site certification is required for all new sites (See Form Three)

Date _____

Time _____ a.m. or p.m.

Form Three
Site Certification
For Non-MAG Regional Videoconferencing System Sites

Form Three is to be completed by non-certified sites. A non-certified site is a new video site with whom none of the MAG or MAG member agency sites have ever teleconferenced. Since little or nothing is known about the non-certified site, it must complete this Form which provides contact and video site information needed to make a successful teleconference call.

The OSC will know if a site is non-certified when completing Form One. The OSC must ask all non-certified sites to complete Form Three. The OSC must give the completed Form Three to the HSC one week prior to the meeting so that the HSC can update the Site Profiles database. Three days prior to the teleconference the HSC will perform a test call with the non-certified sites.

Contact Information

Location of Video Site: _____

Contact Name: _____

Contact Phone Number: (____) ____ - _____

Contact Fax Number: (____) ____ - _____

Contact E-mail: _____

Name of Secondary Contact: _____

Teleconferencing Information

Type of Videoconferencing Equipment: _____

Were There Any Software Revisions: Yes / No If Yes to What Level: _____

Available Peripheral Equipment: _____

Number to Establish Call with Videoconferencing Equipment: (____) ____ - _____

H.320 or H.323 Connection: _____

Type of Network: _____

Bandwidth (Kbps): _____

Name of Long Distance Carrier: _____

Local Exchange Carrier: _____

Form Four
Site Information for MAG Regional Videoconferencing System Sites

Form Four only needs to be filled out once by each end site coordinator and the HSC. If there is a change in personnel or teleconferencing equipment then Form Four should be resubmitted to the HSC with the correct information within three business days of the change. Information from Form Four will be kept in a Site Profiles database available for end and hub site viewing. It will be a secure site. In addition, information from Form Three, Site Certification, will be added to the Site Profiles database. Please refer to the Site Information policy and procedure for more detailed information.

Site Contact Information

Location of Site: _____

Full Address of Site: _____

Site Coordinator Name: _____

Site Coordinator Phone Number: (____) ____-____

Site Coordinator Fax Number: (____) ____-____

Site Coordinator Additional Numbers (i.e. pager, cell phone #s): (____) ____-____

Site Coordinator E-mail: _____

Name of Backup Site Coordinator: _____

Backup Site Coordinator Phone Number: (____) ____-____

Backup Site Coordinator Fax Number: (____) ____-____

Backup Site Coordinator E-mail: _____

Site Profile Information

What Videoconferencing Equipment Type Is at End Site? _____

What Are the Equipment Serial Numbers? _____

Were There Any Software Revisions? Yes / No If Yes to What Level? _____

What Peripheral Equipment Does End Site Have? _____

Number to Establish Call with Videoconferencing Equipment: (____) ____-____

Name of Long Distance Carrier: _____